

**Iowa Department of Human Services**  
**CHILD CARE CENTER COMPLAINT**

<b>Name of Center:</b> Eldridge Preschool and Childcare		<b>Enrollment:</b> 141	<b>License ID:</b> 4182000099
<b>Street:</b> 2150 E LeClaire Rd Suite B	<b>City:</b> Eldridge	IA <b>Zip Code:</b> 52748	<b>County:</b> Scott
<b>Mailing Address:</b> 2150 E LeClaire Rd Suite B			
<b>Mailing City:</b> Eldridge	IA	<b>Zip Code:</b> 52748	
<b>Director's Name:</b> Natalie Kruse & Alisa Haedt		<b>Center Phone Number:</b> 563-285-5060	
<b>On-Site Supervisors:</b> Jenn Seaver		<b>E-Mail Address:</b> krusenat@aol.com	

**Date of Complaint:** 6/19/2013

**Date of Visit:** 8/6/2013

☐ Scheduled      ☒ Unannounced      ☐ NA

☐ Non-Compliance with Regulations Found      ☒ Compliance with Regulations Found      ☐ NA

## RECOMMENDATION FOR LICENSE

**[X] NO CHANGES** to licensing status recommended

[ ] **PROVISIONAL** license from \_\_\_\_\_ to \_\_\_\_\_

**[ ] SUSPENSION of License**

## [ ] REVOCATION of License

**Summary of Complaint:**

A two year old child was dragged down the hallway by one arm by child care staff Tewanta.

**Licensing Rules Relevant to the Complaint:**

109.12(2) a-d Discipline does not allow - corporal punishment; punishment that causes humiliation, fear, pain or discomfort; locking children in an area or using mechanical restraints; associating with illness, toilet training, food or rest; or the use of verbal abuse, threats, or derogatory remarks about a child's family.

### **Inspection Findings:**

The center was visited unannounced on 8/6/13 to discuss the concerns. The center directors were not present at the center at the time of the visit, but director, Natalie Kruse, was spoken to later in person.

Tewanta was present and was spoken to individually about the complaint. Tewanta recalled the specific incident. She stated it involved a two year old child escaping the room to get to another staff in a nearby room. She stated the child had escaped the program room (rainbow room) three times and on the fourth time, when Tewanta ran to get the child from the hallway, the child resisted, and she had to grab him and scoop him up. Tewanta described that she did grab the child by the arm to catch the child while trying to get her other arm around and under the child's front to scoop up the child. Tewanta stated there was no injury to the child and was adamant that she would never hurt a child. She stated she did use a stern voice with the child at this point because this was the fourth time the child had left the room causing her also to have to leave the room. Tewanta stated the child is a wanderer and tends to want to get to where the other staff is working. That staff was working in the green room which is visible from the rainbow room at the center. Tewanta stated that staff saw her scoop up the child. Tewanta stated she first learned there was a concern when she received a call from Natalie later that day. Tewanta stated Natalie did write up the incident, and Tewanta

wrote a response and signed the document.

Danielle, staff in the green room on the day of the incident was spoken to. She stated she was the staff in the green room. She stated the particular child does like to run out of the room and find her at the center. She stated everyone knows this. She stated the second time that day she observed Tewanta take the child sternly by the shoulders. She stated it was on the third time Tewanta took the child by the wrist and it was when the child went limp in an effort to resist that Tewanta lifted the child by the arm and carried the child. She stated she did not notice Tewanta make an effort to lift the child with her other arm. She stated the door was closed after the second time the child escaped the room, and on the third time the child opened the door to escape. Danielle stated Natalie did talk to her and Tewanta both, but she was not sure how the situation was handled. Danielle stated staff Jen was present at the center and witnessed some or all of the incident as well. Danielle stated Jen was not present today at the center.

On 8/13/13 the licensing consultant spoke with Natalie Kruse in person regarding the incident. Natalie reiterated the information above. Natalie indicated that after speaking with Danielle, Tewanta, and Jen (another staff present at the center and who may have witnessed some or part of the incident that morning) she did not have information to indicate Tewanta had handled the child inappropriately given the situation. She stated she had never had any concerns regarding Tewanta or her behavior toward any child. Tewanta has been with the center for quite some time. Natalie had provided Jen's phone number by email to the licensing consultant for interview.

On 8/16/13 the licensing consultant was able to speak to staff Jen by telephone. It is noted that Jen is the approved on site supervisor for the center. Jen recalled the incident and stated she did witness at least part of what happened. She stated she was in the blue room, a room that is at least partially visible to the green and rainbow rooms if standing at the door. She stated she had her own class going on in the blue room and was in the process of shutting her door because of the disruption the child who was escaping the rainbow room was causing. Jen stated at one point she looked and saw the child throwing a fit but this was already after Tewanta had the child picked up. She stated what she saw at that time was Tewanta carrying the child with what appeared to be her right arm around the child's chest with the child facing forward and against Tewanta's chest. She stated the child was kicking forward. She stated she did not actually see Tewanta pick up the child. She stated she did not have any concerns with how Tewanta was carrying the child by what she saw. She stated she has worked with Tewanta for quite some time and has not had any previous concerns with how Tewanta handles the children.

**Special Notes and Action Required:**

At this time there is not enough definitive information to suggest that the staff mishandled the child. Discussion did occur with the director and staff regarding how to better contain the children within the program rooms. It was suggested that the program room doors should be kept closed at all times as well as the hallway door that leads to the office vestibule area of the center. This would add additional barriers/boundaries for the children and would also likely better alert staff if a child were to get out of the room because the staff would be more likely to see a child opening a door more than just running out of the room. Staff need to exercise great caution whenever having to physically restrain a child so as to do this safely and not to cause injury. There is no further action required by the center relative to this report.

Heidi Hungate, MSW  
DHS Child Care Licensing Consultant

**Consultant's Signature:**

**Date:**

08/29/2013

